

**FEATURING BEST PRACTICES
OF STATE AGENCIES AND INSTITUTIONS OF THE
COMMONWEALTH OF VIRGINIA**

**Website Update
Data - Posting of the Office of Environmental Health
Services (OEHS) Policies on Website**

**Virginia Department of Health
implemented this best practice
in 1996**

*Qualifying under the
Best Practices catalogue*

3 Provide Capabilities
33 Provide administrative support services
332 Provide electronic information systems

**Best Practice Summary
(how it works, how you measure it)**

Guidance Memoranda Policies, known as "GMPs" are the tools by which the Office of Environmental Health Services (OEHS) provides information to staff and the general public, alike. Information is updated as it becomes available and is immediately posted on the Internet and Intranet of the OEHS website. The 1997 Administrative Process Act, Section 9-6.14:7.2 states that "It shall be the duty of every agency to annually file with the Registrar for publication in the Virginia Register of Regulations, any list of such guidance documents upon which the

agency currently relies...Each agency shall also (i) maintain a complete list of all of its currently operative guidance documents and make such list available for public inspection, (ii) upon request, make copies of such lists or guidance documents available without charge, at cost, or on payment of a reasonable fee." OEHS has been providing this information since 1996.

Impact on the Process Organizational Performance (OUTCOMES)

The availability of the GMPs on the Internet and Intranet save staff time by reducing the need for copying and postal costs necessary when sending paper copies to individuals. As information has become more accessible to the public, staff time has been reduced by noting fewer telephone calls requesting information that is easily available electronically. Additionally, staff throughout the state uses the Intranet to research and refer to GMPs rather than keeping large paper files on the identical information.

Best Practice Qualification

OEHS began providing this information to the public prior to the 1997 *Code of Virginia* mandate. Having this procedure already in place made it easy to comply and more than exceed the recommendations of the new requirement.

For Additional Information

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